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PATENT

USSN 09/539,972

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:  
Boris S. ELMAN et al.

Customer No.: 32127

Serial No.: 09/539,972

Examiner: AVELLINO, Joseph E

Filed: 03/31/2000

Group Art Unit: 2143

For: GRAPHICAL USER INTERFACE AND METHOD FOR CUSTOMER CENTRIC  
NETWORK MANAGEMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 C.F.R. §1.111

Dear Sir:

In response to the Office Action mailed May 14, 2003 (Paper  
No. 6), please amend the above identified application as  
follows.